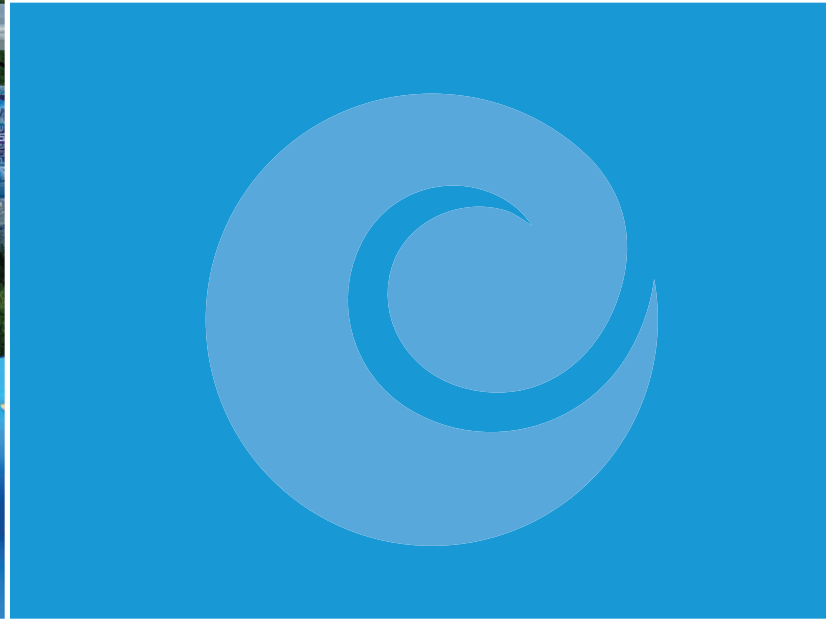




Carea Community Health Centre

2020  
ANNUAL REPORT





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# LETTER FROM CEO AND CHAIR

We are pleased to present our Annual General Report to you which contains the many highlights from the past year and demonstrates our progress against our strategic plan.

We celebrated the opening of our newly renovated Geriatric Assessment Intervention Network (GAIN) Clinic in The Village at Taunton Mills in the fall. The clinic now boasts 6 exam rooms, a multi-purpose program room, staff touchdown space and a waiting and reception area. Both the GAIN Team and their clients agree that the new clinic is both welcoming and functional.

November 29, 2019 was a significant milestone for Carea and its community partners. Christine Elliott, Deputy Premier and Minister of Health announced the Durham Ontario Health Team as one of the first 24 teams in the Province to implement a new model of organizing and delivering health care. Carea has been one of the partners on the planning committee for the Durham Ontario Health Team since day one. We look forward to ongoing collaboration as we transition into a new healthcare environment that better connects patients and providers in their communities to improve patient outcomes.

This year marks the conclusion of our previous Strategic Plan (2016-2019). Under this plan, we saw numerous successes:

- Carea grew significantly from two to five sites
- Our Pickering site and Whitby's Taunton Mills GAIN Clinic were major capital projects that we completed and are now operational
- Recruitment was successfully undertaken for Carea's new Executive Leadership Team which included a new Chief Executive Officer and 4 Directors to strategically lead our functional teams
- We have seen a consistent growth in the number of clients we serve as we continued to expand our geographic location and continue to collaborate with new community partners

While we are pleased with our progress thus far, we felt it was time for renewal and to create a new Strategic Plan to guide our work as the Province embarks on changing the way health care is being delivered. We are very excited to launch our Annual Strategic Plan for 2020 to 2023. The new strategic plan will be our guiding compass as we continue to move forward in these unprecedented times. While our Mission, Vision and Values were updated, they still represent the core of Carea's beliefs and our commitment to build healthier communities. We are grateful to our staff, our Board and all of our stakeholders for their collaboration and input throughout the process.

We would also like to acknowledge the response by our staff to the COVID-19 pandemic. Our staff were quick to respond and find innovative ways to continue to safely deliver services and programs to our clients and community members. We are so proud of our staff's unwavering commitment to ensure our clients continued to have access to food, support, programs and high-quality health care at a time when other services were not able to continue to serve our communities.

We look ahead to our new fiscal year with the confidence of knowing that no matter what happens, Carea is always here for you and we will carry on serving our communities with pride.

Stay safe and stay healthy!



**Francis Garwe**, BSc-MIS, MAOM-HCM, CCMP  
Chief Executive Officer



**Ijade Maxwell Rodrigues**, MPA  
Chair of the Board

# OUR ORGANIZATION

At **Carea Community Health Centre (CHC)**, we work with our clients and community to provide accessible and equitable community based primary care and wellness services to the residents of Durham Region.



We support people of all ages and ethnic diversity. Our services include primary care, illness prevention, health promotion, community capacity building, and service integration.

Our inter-professional team works with our clients and our community partners to provide relevant care, support and wraparound services. Mental health support, Indigenous programs and LGBTQ2S are some of the areas we focus on as we enhance the health and social well-being of the communities in which we serve.

I started to come to CCHC children's programs with my two children who at the time, my daughter was 4 months old and my son was 2-1/2 years old. We were enrolled in all the play groups and pre-school, and any other programs run there. I got involved in the parenting groups, health groups, cooking classes, sewing classes, etc... They had many types of parenting work shops which I pretty much went to all of them. Just to be able to mingle with other Mother's and get encouragement from others that were going through all the things I was experiencing.

As an older Mom and in my second marriage, I went through postpartum depression and cried about everything. I didn't know at the time that that was what was wrong with me. It was through some of the workshops that I learned so much about mental health issues, which would in turn help me in the future with my daughter who in Grade 4 was diagnosed with ADHD/ADD, Anxiety and Depression. I can't say enough about Kim and Louisa who helped encourage and uplift me so many times over the last 15 - 16 years I've known them through Carea.

Thank you, to you all.

- Client L

# CLOSING OUT OUR STRATEGIC PLAN (2016-2019)

## OUR STRATEGIC INITIATIVES

Here are the Success Factors outlined in our 2016-2019 Strategic Plan.

Success Factor: Client & Community Centred Services	Success Factor: Empowered Staff & Culture	Success Factor: Accountable & Sustainable Service Delivery	Success Factor: Proactive Collaboration & Partnerships	Success Factor: Recognized Identity
<ol style="list-style-type: none"><li>1. Evaluate and update the CHC's current suite of programs and services based on current and emerging community needs</li></ol>	<ol style="list-style-type: none"><li>2. In partnership with staff, build our culture, capabilities and structures through initiatives that support our vision and values</li></ol>	<ol style="list-style-type: none"><li>3. Build and enable organizational capacity and effectiveness</li></ol>	<ol style="list-style-type: none"><li>4. Understand, evaluate and build on existing relationships and partnerships</li><li>5. Build bridges across the organization to facilitate an integrated team-based model of care</li></ol>	<ol style="list-style-type: none"><li>6. Define and implement a brand rollout strategy that includes internal and external brand education and ongoing sustained communication</li></ol>

Before we move forward with our new Strategic Plan for 2020-2023, we'd like to share a very brief summary of some of the highlights of our Success Factors over the past 3 years.

## CLIENT & COMMUNITY CENTRE SERVICES

As we expanded from two sites to five sites, we also expanded our programs and services. Our most recent Client Satisfaction Survey revealed that 97% of our clients rate their experience with Carea as positive and 99% would recommend us to their family and friends.

## EMPOWERED STAFF & CULTURE

Each staff member was allocated funding to support their professional development. Over 70% of staff took advantage of this benefit! Staff also created a Social Committee that planned numerous BBQs, Potluck lunches and holiday events to engage staff and enhance Carea's culture.

## ACCOUNTABLE & SUSTAINABLE SERVICE DELIVERY

Carea significantly increased its capacity by expanding to five sites from the original two. Our Children and Youth Mental Health Team moved into their own space in Whitby in October 2017. Our brand-new Pickering site opened in October 2018 and we opened a newly renovated clinic space for Carea's Geriatric Assessment and Intervention Network (GAIN) Team in September 2019. Not only did these three sites increase Carea's service delivery capacity, the bright, modern facilities also contributed to enhancing the client experience.

## PROACTIVE COLLABORATION & PARTNERSHIPS

Internally, Carea continues to operate as an integrated team in order to provide relevant and needed programs and services in the communities we serve. Our Smoking Cessation program is a collaborative of our medical team and a designated Health Promoter, staff have created group mental health programs that include a social worker and a health promoter. Our Indigenous Team works together with our health promoters, our Diabetes Education Team and our dietitian.

Externally, staff collaborate with numerous community partners. The Welcoming Streets Initiative began in early 2019 and is a partnership with the City of Oshawa, the Downtown BIA and Carea. Our Community Advisory Committees in Oshawa/Whitby and Ajax/Pickering has have representatives from a variety of community sectors including police, municipalities, social services and residents.

## RECOGNIZED IDENTITY

According to our Client Satisfaction Survey, 96% of our clients believe that Carea staff demonstrate compassion and inclusivity. We are recognized for our ability to care for our community. We launched a new website and multiple social media platforms in early 2017 and saw our rate of new users and followers increase by over 5000%!

We are excited to initiate our Strategic Plan for 2020 to 2023 and look forward to many more successes in our future.



# STRATEGIC PLAN 2020-2023

We are very proud to launch Carea’s new Strategic Plan. After examining trends, opportunities and challenges in Durham Region, we have put together a forward-thinking plan of how Carea can best address the needs of our clients, residents and the communities we serve. This Strategic Plan was developed through broad consultation with our stakeholders.

Collectively, we have identified 5 strategic goals that we will strive to achieve over the next 3 years. Each strategic goal will be linked to operational goals that will act as a measurement to ensure success.



Strategic Directions	Strategic Goals	
Focus and Strengthen Our Impact on Priority Populations & Neighbourhoods	<b>Our Clients &amp; Communities</b>	Increases the access of diverse individuals and priority neighbourhoods to our innovative, integrated, and holistic programs/services to better support their care and social well-being.
	<b>Our Roles In The System</b>	Contribute our unique primary health care and social determinants of health expertise to the development of an integrated system of care with our partners.
Invest In Our greatest assets to enable continued success	<b>Our People</b>	Strengthen our organizational culture by fostering a healthy and engaging work environment where people contribute and realize their full potential
Implement innovative integrated delivery models with our partners	<b>Our Organization</b>	Establish a solid foundation of staff, system, and processes to enable our impact-driven organization.
	<b>Our Sustainability</b>	Diversify, expand, and optimize our resources.

As we explored deeper into what the future might hold for Carea, we felt it was a good time to update our Mission, Vision and Values. While we never lose site of our core being of building healthier communities, we did want to transform our Mission, Vision and Values to align with our new Strategic Plan. A copy of our Strategic Plan can be found on our website in the Publications Section under the NEWS tab.

# OUR MISSION, VISION & VALUES

## VISION, MISSION & VALUES

Our vision statement speaks to our hopes and dreams for the ultimate impact that we will make on the outcomes for people who live in the communities we serve in Durham Region and beyond. We will work on striving to achieve this long-term vision by carrying out our mission which describes what we do with our clients and communities. Our values statements speak to who we are and how we function as we work with our clients, our partners, and with each other at Carea.

## OUR MISSION

Partnering to provide integrated and accessible care to enhance health and social well-being in our communities.

## OUR VISION

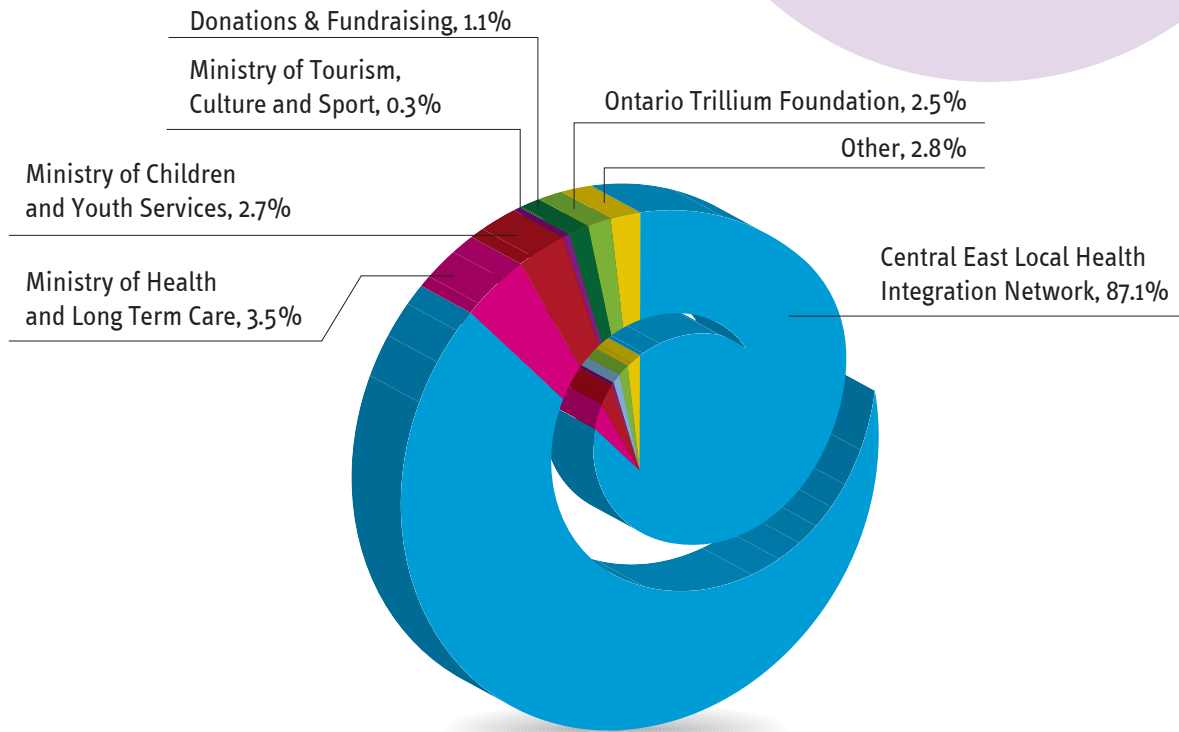
Building healthier communities together.



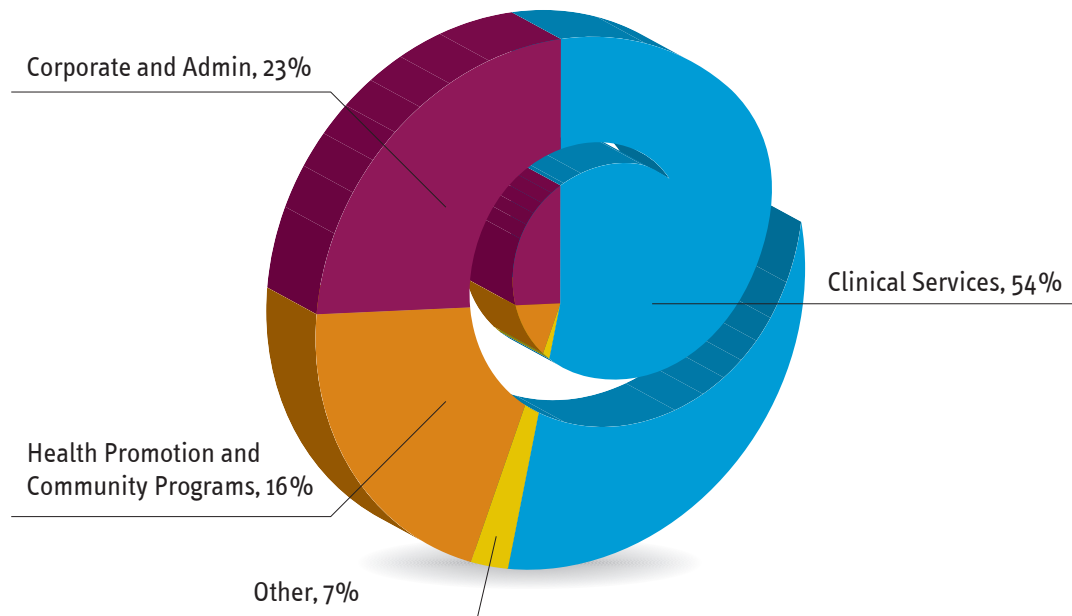


# FINANCIALS

## TOTAL REVENUE BREAKDOWN FOR 2020



## TOTAL EXPENSES FOR 2020



# CLIENTS & COMMUNITY - OUR IMPACT

2018/19



**27,902**

Visits To Our Groups



**28,296**

Individual Appointments



**11,764**

Involved In Our  
Community Initiatives



**10,573**

Registered Clients



**17,331**

Pounds Of Food We  
Distributed To Clients

2019/20



**34,778**

Visits To Our Groups



**31,501**

Individual Appointments



**19,079**

Involved In Our  
Community Initiatives



**10,610**

Registered Clients



**29,039**

Pounds Of Food We  
Distributed To Clients



“The STOP program has given me the gift of  
being able to quit smoking after 61 years”

- Client A

# WE LOVE OUR CLIENTS!

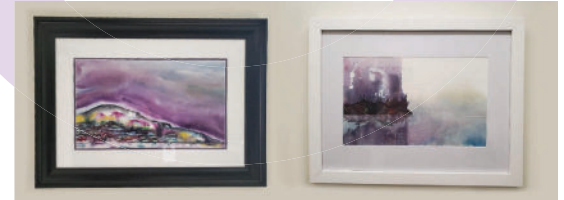
## GAIN CLINIC

On Tuesday, September 24, we celebrated our Geriatric Assessment Integration Network (GAIN) Team's Opening of their New Clinic.

Situated in The Village of Taunton Mills, the new clinic gives the GAIN team the space they require to meet the needs of their clients.

Carea's GAIN Team can support clients in many ways. Holistic care involves looking at the whole person. Through the development of a therapeutic relationship, Carea staff identify who the client is, what interests they have, what is important to them and what their health goals are. The GAIN Team can then support them in many meaningful ways.

Mr. A, an 80-year-old gentleman, was referred by his family doctor to GAIN for cognitive decline and isolation. At first, he was very nervous about the upcoming assessment. Mr. A. had a long-standing history of depression and anxiety. During a random drop-in visit by Mr. A to find out where the clinic was, GAIN staff in the reception area helped ease his mounting anxiety about the upcoming assessment by engaging in a conversation about his love of art.

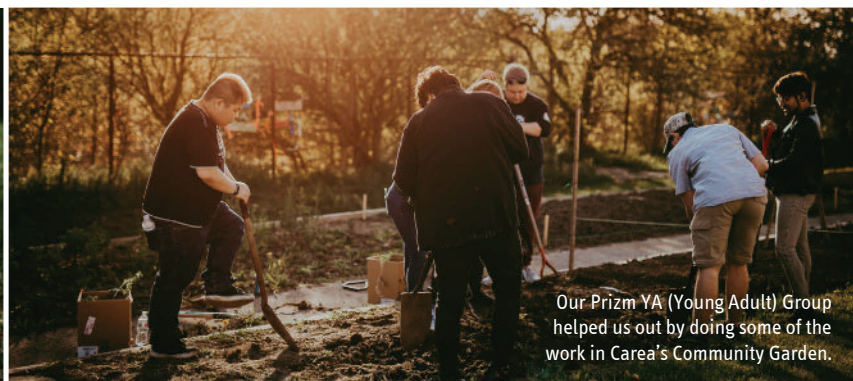


"I appreciate you checking up on me, but I don't need any food supports right now, I am doing very well... You guys have been so amazing, I don't know what I would do without you!!"

- Client M

After having the Comprehensive Geriatric Assessment at the GAIN clinic, a number of contributors to his memory decline were explored with him, along with some ideas on how he could reduce his social isolation. With some encouragement, Mr. A rejoined the Oshawa Seniors Community Centre, is planning on joining Ajax Art Group, the Durham Naturalist Club and he is going for daily walks.

In addition, more discussion was happening regarding his artwork and the possibility of his watercolor painting to be displayed in the GAIN reception area. He was thrilled by this idea. In his own words he stated **"Thanks for your support. I would like to bring a couple of framed paintings in to show you and then you can decide whether one of them might be suitable for hanging. I really appreciate your interest in assisting me in showing my artwork. You and your wonderful crew have given me a renewed sense of hope. How great this program is for people who are alone like me and really need this support and assistance"**.



Our Prizm YA (Young Adult) Group helped us out by doing some of the work in Carea's Community Garden.



Fun Photo Shoot with our Young Parent Support Clients. A special thanks to our in-house photographer, Alisha (Lush Photography)



# OUR ROLE IN THE SYSTEM

## DURHAM ONTARIO HEALTH TEAM

On November 29, 2019, Christine Elliott, Deputy Premier and Minister of Health, announced that the Durham Ontario Health Team was officially one of the first 24 teams in the Province. The new Durham Ontario Health Team will implement a new model of organizing and delivering health care that better connects patients and providers in their communities to improve patient outcomes. Patients will experience easier transitions from one provider to another, including, for example, between hospitals and home care providers, with one patient story, one patient record and one care plan.

As part of the Durham Ontario Health Team, patients will be able to more easily navigate the system and experience smooth transitions between health care providers from across Durham Region. The team will integrate several services including primary care, hospitals, mental health and home and community care, while focusing on improving care for older adults living with frailty and people living with complex conditions and mental health and addictions.

Carea is very pleased to be part of the Durham Ontario Health Team and we look forward to contributing to the transformation of health care in our Region.



Our CEO and some of our Board at the announcement.

Photo Credit: Randy Nickerson

## COMMUNITY ADVISORY COMMITTEE – OSHAWA/WHITBY AND AJAX/PICKERING

As per the Board of Directors' request, our Health Promotion and Community Development Services Team created 2 Community Advisory Committees. One in Oshawa/Whitby and one in Ajax/Pickering. The intent is to have 2 operational working committees that provide support and recommendations to address new and emerging, local community needs.

The Community Advisory Committees also provide a valuable opportunity to share information with both Carea's Senior Leadership Team and the Board of Directors.

The Community Advisory Committees consist of community partners, volunteers, Carea staff and a Board Member.

The Oshawa/Whitby community partners are: CMHA Durham, Oshawa Public Library, YMCA Durham Employment, Region of Durham, Community Builders Network of Hope, Feed The Need in Durham and 2 Carea volunteers.

The Ajax/Pickering community partners are: Pickering Public Library, City of Pickering, YMCA Durham Community and Employment, Ajax Public Library, Town of Ajax, Pickering Welcome Centre, DRPS, Community Development Council of Durham (CDCD), Ajax Welcome Centre and 2 local community leaders/volunteers.

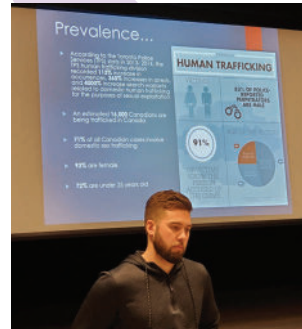


Jeff (Carea) and Jennifer (Oshawa Public Libraries)

Photo Credit: Randy Nickerson

The Oshawa/Whitby Community Advisory Committee chose to present free workshops at the Oshawa Public Library on a variety of topics. The first workshop focused on financial literacy and tax help. The second workshop was information about Human Trafficking. Future workshops will be moving to a virtual platform in the fall due to COVID.

The Ajax/Pickering Community Advisory Committee was developing a needs assessment survey to be distributed at both Ajax and Pickering libraries and other upcoming public events. Unfortunately, due to COVID, these encounters have been postponed. The Committee is still meeting to keep all partners up to date on what other agencies are offering in the community until regular programming and services resume.



Durham Regional Police & Durham Victim Services Presentation  
Photo Credit: Randy Nickerson

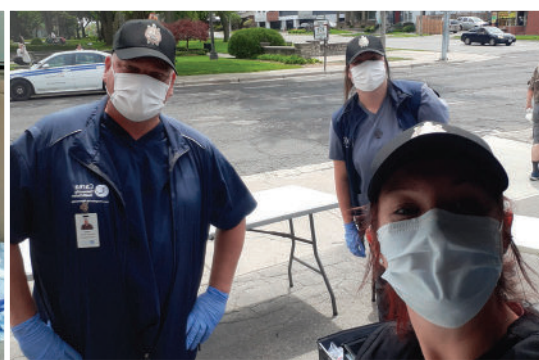


### WELCOMING STREETS INITIATIVE

The Welcoming Streets Initiative began in early the early fall as a partnership with the City of Oshawa, the Oshawa Downtown BIA and Carea.

The Welcoming Streets Outreach Team helps to bridge the gap between business owners and community members who are vulnerable in the city's downtown. The project is fostering a safe, inclusive and welcoming environment for all. By the end of the pilot project in April 2020, the

Welcoming Streets team had interacted with over 550 unsheltered community members resulting in over 200 referrals to support agencies. The Outreach Team also provided learning and growth opportunities through workshops for over 250 participants and they visited and engaged over 400 local businesses and more.



Carea's community-based outreach workers serve as a first point of contact for individuals who are unsheltered and vulnerable. The Team helps provide connections to other social services that individuals may need to access along with distributing harm reduction kits, personal care items, water, snacks, etc. Our Outreach workers also provide support, education and training to businesses in the area.



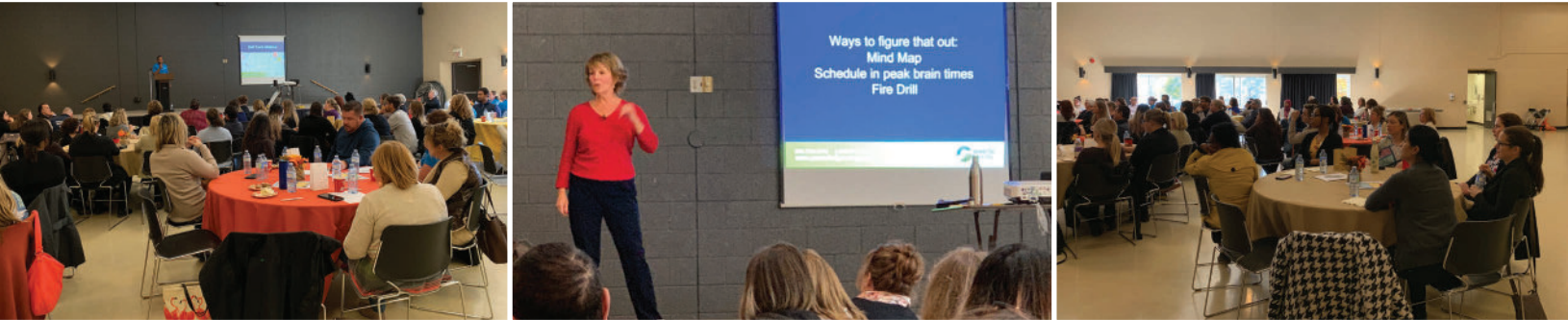
The City of Oshawa has extended the funding of the Welcoming Streets Program until the end of December 2020 due to its success.



# OUR PEOPLE

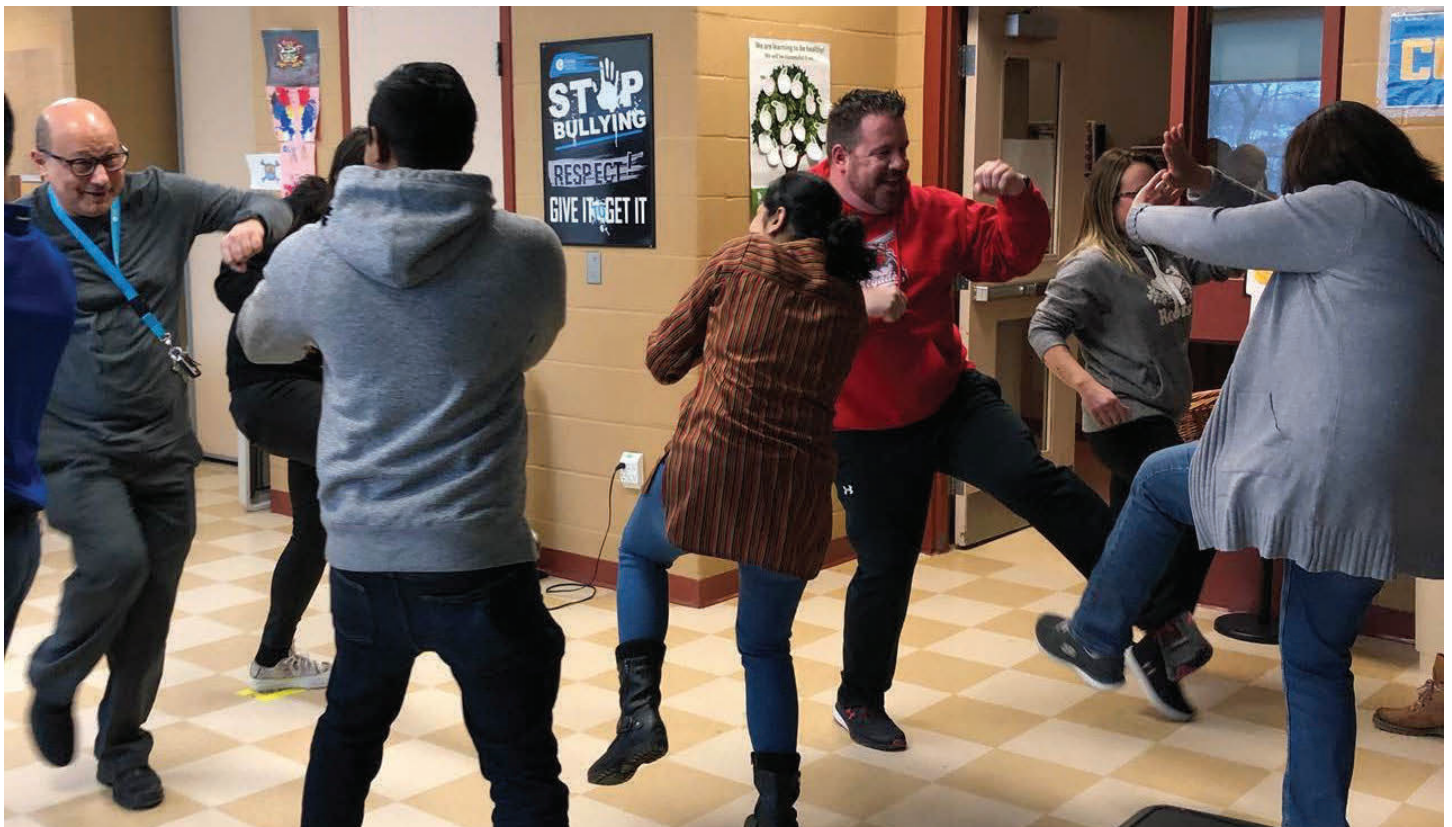
## ALL STAFF RETREAT

In October at Heydenshore Pavillion with Motivational Speaker, Cate Collins. It was a fun day of fellowship, food and self-care.



## CODE WHITE TRAINING

In February 2020, our Human Resources Team launched staff training on how to respond to a Code White situation. A Code White identifies to staff that there is an actual or potentially violent or aggressive person in the building. The training covered the response systems available (e.g. code white buttons, panic alarms) as well as CPI (crisis prevention intervention). Staff were trained on verbal and protective interventions. No staff were harmed in the making of this photo!







# CLIENT STORY

## THE DAY MY WORLD WAS RIPPED APART.

I will do my best to share my story and hope that your takeaway will be positive because that is the only thing that has carried me through. Our journey on earth has meaning that we don't always understand so we have to carry on the best we can and follow the path that is meant to be.

I will start off by saying my whole life has been plagued by violence and abuse. I was born into a family with alcoholic parents, I quit school and ran away at 14. I managed to find work and married a man I thought was good, until he turned out to be an abuser. At 28 I found the courage to leave him and fell in love with the man of my dreams. We moved in together and had our first child within a year. We got married and had two more beautiful babies, I thought finally my fairy-tale was here. It was finally my turn to have a good life! All three of my babies went on to get a diagnosis of Autism. I was lost, I didn't know what this path was going to look like, but I stood tall and learned everything I could about autism and how to support my children.

My husband was very supportive. Life is not easy and there is not much time for selfcare when you have three special needs children. I started to get depressed and someone told me to go to Carea, there I would find free counseling which was the only kind I could afford. I met with a counsellor who took the time to listen to me and help me understand the trauma I went through. She put me in touch with the Indigenous Family night program at Carea and some of the Women's Wellness programs. This all helped me tremendously! I was able to leave my younger children in caring hands at Carea while I attended some programs and socialize with other ladies. I found a community who helped get me in touch with my Indigenous roots. I found pride in who I was as an Indigenous woman. I grew very fond of many of the staff at Carea and continued to go until that horrific day...

I guess I was so preoccupied in caring for my children with special needs that I missed the signs. Or maybe he hid it so well that there were no signs, but on February 27th, 2019 at 4:15pm my dear, loving, handsome husband without any warning, took his life.

Our family was completely devastated. Now I not only had to deal with this horrific reality, but I had these three amazing children to think about. I did what I had to do for my children but walked the earth in a fog. I did not see myself being able to cope, not this time. Members of Carea staff surrounded me, and spent time with me, when I needed them most. I don't remember much from those first few months, but I remember feeling the love and kindness from Carea and our community surrounding us. Helping us, guiding us, even feeding us with warm meals and ensuring our family was supported.

I was guided to move back to the country to where I was raised. Everything has turned around in a positive way and I have also found love again. In the darkest time in my life, the staff at Carea made a difference. From the bottom of my heart I promise that I have never and probably will never find another place that helps so many people in the community with nonjudgmental, caring hearts. The staff at Carea helped me in so many ways during the worst time in my life- immediate trauma counselling, made calls to family, coordinated services, spoke to the police, even spoke to the Premier! I 100% with open honesty can say I would not be in this world today if not for the support of Carea.

- Client S

# OUR PARTNERSHIPS (FUNDRAISING EVENTS)

## DHL 2.0

Maria Nebres, Author and Human Resources Practitioner delivered her Keynote, *The Four-Letter Word Smarter Than Smart Leaders Live By!* at DHL 2.0. With her FACTOR framework and refreshing approach in connecting with others, Maria has cracked the code to bringing about the brilliance of love's compelling case as the game-changing approach for thriving in today's high-pressured times. It was truly an inspirational presentation that was enjoyed by all who attended.



## THE 18TH OSHAWA MAYOR'S GOLF CLASSIC

Presented by Tribute Communities and Sorbara, the tournament raised close to \$100,000 this year! We were very pleased to see so many golfers and sponsors attend Mayor Dan Carter's first Oshawa Mayor's Golf Classic. The weather was beautiful and everyone had a great time!



## BIDD LUNCHEON

Carea was honoured to be invited to be a recipient of the Annual Builders In Durham Deeds (BIDD) Luncheon.

A wonderful event that is hosted by Al Libfeld, Founder of Tribute Communities and the Durham Region's Chair, John Henry. Over 500 guests had the pleasure of listening to Masai Ujiri, President of the Toronto Raptors. Proceeds of the BIDD Luncheon were shared between Carea Community Health Centre and Hearth Place. We were extremely overwhelmed to receive a donation of \$116,000 to support our programs and services. Our sincere thanks to everyone involved in this amazing initiative!



Our CEO with Masai Ujiri



# OUR PARTNERSHIPS (PARTNER EVENTS)

*Our Indigenous Big Drum's Are Always a Success.*



*Over 1500 people have attended!*



Thanks to Black & McDonald for sponsoring and volunteering at Woodcrest Public School in Oshawa for Pink Shirt Day. We were all teaching kids about the importance of being kind and not bullying one another. The Kindness Crew loved it!



Christmas Cheer! Carea staff provide gifts, food and visits with Santa to hundreds of our clients each year. This year's Christmas Dinner saw the Durham Rebels Volleyball Club come out and volunteer their help. As always, we are extremely grateful to the Durham Regional Police Services Food and Toy Drive – without their support, we would not be able to help nearly as many families have a memorable Christmas.

*Durham College Dental Hygiene Students and Smiles on Wheels*



*provided our clients with free dental check ups!*



# BOARD OF DIRECTORS 2019/20

**Ijade Maxwell** Rodrigues, Chair

**Laura Boyko**, Vice-Chair

**Harry Deeg**, Treasurer

**Kyle Fitzgerald**, Secretary

**Philip Johnson**, Director

**Shauna Biorac**, Director

**Daniel Gazarek**, Director

**Aleem Sufi**, Director

**Bindia Darshan**, Director

**Vimal Kurian**, Director

As Carea moves forward so too do our Board members. I would like to thank **Shauna Biorac** for her commitment and time as a Director on our Board. Her thoughtful insights have been valued and we wish her well in her future endeavours.

Our Board Chair's term has also concluded. We thank **Ijade Maxwell Rodrigues** for her support and guidance over the past 4 year. As Chair of the Board, for the past 3 years, Ijade has been a guiding influence during Carea Community Health Centre's transition and growth. She has been an important resource as Carea joined the Durham Ontario Health Team and has also helped to inform our new Strategic Plan. Ijade has been a valuable support to me as CEO and to the Board as a whole. We thank her for her service and are pleased that she will remain on the Board to help mentor the new Chair.

We are very fortunate to have such a dedicated Board of Directors at Carea Community Health Centre. Each member brings an expertise and knowledge that benefits the governance role that our Board is responsible for as they help Carea advance our mission and fulfill our vision.



**Francis Garwe**, BSc-MIS, MAOM-HCM, CCMP  
Chief Executive Officer

 **Thank you!**

# DONORS

## A Special Thank You To Our Generous Donors

Ajax Community Fund through the Durham Community Foundation  
Andy Carnovale  
Barry Bryant & Associates  
Baton Rouge  
BIDD (Building Industry for Durham Deeds)  
Black & McDonald Limited  
Bob Chapman  
Bobbi and Derek Sloan (Vida Foundation)  
Career School of Hairstyling  
Canada Summer Jobs  
Carpenters Union Local 397  
Christina Heinze  
CGE Group  
Carriage Trade Cleaning Centre  
Chartered Accountants of Ontario  
Charlee Jade Chiappa-Abibula  
Chitha Nantheeswarar  
Churchills-Crossings  
City of Oshawa  
City of Pickering  
CP24 CHUM Christmas Wish  
Coca Cola  
Compute  
Dan Carter  
Dan and Julie McGrath  
Daniel Gazarek  
Danielle Woodcock  
Delpark Homes  
D.G. Biddle and Associates Limited  
Doreen Sachett  
Durham College  
Dunbarton Fairport United Church  
Durham Regional Police Services  
Eastdale C.V.I.  
Elexicon Energy  
Enbridge Gas  
Eric Heron  
Fraser Legacy Fund through the Durham Community Foundation  
Fraser Automotive Group  
Feed the Need in Durham  
Ferris + Associates Inc.  
Fieldgate Developments  
Garritano Brothers  
Gilead  
Hard-CO Construction  
Harry Deeg  
Herman Kassinger Foundation  
iCare Home Health  
Ijade Maxwell Rodrigues  
J.J. McGuire  
Jackie Johnston and family  
Jarrod Boivin

Jessica Pye-Andrus at Bark! Grooming Boutique  
Joe and Cathy Stokes  
Juliet Neely  
KJGroup Fitness  
Keller Williams Energy Real Estate  
Kim Woodcock and family  
Kingsview United Church  
Kyle Fitzgerald  
Lakeridge Health- IT Department  
Linda Barrett-Cormier  
LRCSS- Hopkins Clinic  
MMM Group  
Mahogany Management  
Malvern Contract Interiors  
Merck  
Minto Communities  
Nancy Draper  
Natasha Johnson  
Old Navy  
Oshawa Centre  
Oshawa Kicks Soccer Club  
Ontario Motor Sales  
Ontario Power Generation  
Ontario Power Generation Indigenous Team  
Ontario Trillium Foundation  
Ontariou Tech University  
Oshawa B.I.A.  
Oshawa Express  
Paula Carter  
Pendopharm  
Pickering Mayor's Gala  
Region of Durham  
Rio Can  
Sarita Borrego  
Sheet Metal Workers Local 397  
Smiles On Wheels  
St. John the Evangelist Catholic School  
St. Peter's Anglican Church  
Sorbara Group  
Starbucks Oshawa  
The Embassy  
Toronto Fire Services  
Town of Whitby - Whitby Mayor's Performing Arts Community Development Fund  
Toys R Us Pickering  
Tribute Communities  
University of Ontario Institute of Technology  
Walters Pharmacy

# COMMUNITY PARTNERS

A Place Called Home  
Abilities Centre  
AIDS Committee of Durham Region  
Ajax Early On Centre  
Ajax High School  
Ajax Public Library  
Agilec  
Alzheimer's Society of Durham Region  
Anderson C.V.I.  
Archbishop Denis O'Connor Catholic High School  
Athabasca University  
Back Door Mission  
Bayview Heights Public School  
Bethesda House  
Bobby Orr Public School  
Boys and Girls Club of Durham Region  
Brock Community Health Centre  
Canadian Cancer Society—Durham  
Canadian Hearing Society  
Canadian Mental Health Association Durham  
Catholic Family Services of Durham  
Central East Community Care Access Centre  
Central East Local Health Integration Network  
Central Lake Ontario Conservation Area  
Centre for Addiction and Mental Health  
Christian Life Centre  
Church of St. Peter  
City of Kawartha Lakes Community Health Centre  
City of Oshawa  
City of Pickering  
CHIMO Youth and Family Services  
Claremont Public School  
Clarington Community Services Department  
Community Connections  
Community Development Council Durham  
Community Wellness Learning Advisory Committee  
C.O.P.E. Mental Health Services (Community Care Durham)  
Cornerstone Community Association  
Dr. C. F. Cannon Public School  
David Bouchard Public School  
Denise House  
Diabetes Canada  
Dnaagdawenmag Binnoojiiyag Child and Family Services (DBCFS)  
Downtown Oshawa BIA  
Dunbarton High School (Transition to Work)  
D.R.I.V.E.N.  
Durham Alternative Secondary School  
Durham Black Educators' Network  
Durham Cancer Society  
Durham Children and Youth Planning Network  
Durham Children's Aid Society  
Durham Collaborative Framework  
Durham College  
Durham Children's Aid Society (Indigenous team)

Durham Connect  
Durham Continuing Education  
Durham Catholic District School Board  
Durham District School Board  
Durham Distress Centre  
Durham Family Services  
Durham Family Court Clinic  
Durham Financial  
Durham Infant Development  
Durham Mental Health Services  
Durham Midwives  
Durham Rape Crisis Centre  
Durham Region Aboriginal Advisory Circle  
Durham Region Crime Stoppers  
Durham Region Domestic Violence/Sexual Assault Care Centre  
Durham Regional Police Services  
Durham Regional Police Services Board  
Durham Region Public Health Department  
Eastdale C.V.I.  
École Élémentaire Catholique Jean-Paul II  
École Secondaire Catholique Saint-Charles-Garnier  
École Ronald-Marion  
Enaahitig Healing Lodge and Learning Centre  
Entiété 4  
Faith Place  
Family & Community Action Program  
Father Joseph Venini Catholic School  
Feed the Need Durham  
Fleming College  
Frontenac Youth Services  
Gate 3:16  
G.L. Roberts C.V.I.  
General Motors Action Centre  
Girls Inc.  
Glen Grove Public School  
Glen Street Public School  
Gordon B. Attersley Public School  
Grandview Children's Centre  
Habitat for Humanity Durham  
Haliburton Family Health Team  
Healthcare Issues for Homeless  
Healthy Babies/Healthy Children  
Hearth Place  
Henry Street High School  
Herizon House  
Hillsdale Estates and Terraces  
Holy Trinity Catholic Secondary School  
Human Resources and Skills Development Canada  
Indigenous Diabetes Health Circle  
John Howard Society of Durham  
Joanne's House Shelter  
Kennedy House  
Kinark Child and Family Services  
Lakeridge Health



Lakeridge Health, Central East Regional  
 Cancer Program  
 Lakeview Harbourside Complex  
 Lakewoods Public School  
 Lester B Pearson Public School  
 Mary Street Community School  
 McLaughlin C.V.I.  
 Métis Family Well-Being  
 Métis Nation of Ontario  
 Ministry of Children, Community and Social Services  
 Ministry of Health and Long-Term Care  
 Ministry of Heritage, Sport, Tourism and Culture Industries  
 Mississaugas of Scugog Island First Nation  
 Miziwe Biik Development Corporation  
 Monsignor John Pereyma Catholic Secondary School  
 Monsignor Philip Coffey Catholic School  
 Muslim Welfare Home  
 Narcotics Anonymous  
 New Life Midwives  
 Notre Dame Catholic S.S.  
 Ontario Addiction Treatment Centres  
 Ontario Early Years Centres  
 Ontario Power Generation, Indigenous Relations  
 Ontario Shores Centre for Mental Health Sciences  
 Ontario Tech University  
 Ontario Tech University, Indigenous  
 Education and Cultural Services  
 Ontario Works Program  
 Ontario Trillium Foundation  
 Oshawa Children's Community Fair  
 Oshawa Centre  
 Oshawa and Durham Region Métis Council  
 Oshawa Golf and Curling Club  
 Oshawa Power and Utilities Corporation  
 Oshawa Public Library  
 Oshawa Senior Community Centres +55  
 Oshawa YMCA  
 Ottawa Model for Smoking Cessation Division of Prevention & Rehabilitation  
 University of Ottawa Heart Institute  
 PARN  
 PFLAG Durham Region  
 Pickering Public Library  
 Pierre Elliott Trudeau Public School  
 Pine Ridge S.S.  
 Pinewood Centre of Lakeridge Health  
 Port Hope CHC  
 Queen Elizabeth Public School  
 Region of Durham – Best Start Network  
 Regional Municipality of Durham, Social Services  
 Resources for Exceptional Children & Youth – Durham Region  
 Roland Michener Public School  
 Rose of Durham Young Parents Support Services  
 Rouge Valley Health Inc.  
 Ryerson University - Early Childhood Education Program

Ryerson University - Nursing Program  
 Safe Hope Homes  
 St. Andrew's Church  
 St. George's Anglican Church  
 St. Luke's C.S.  
 St. Thomas Aquinas C.S.  
 St. Vincent's Food Kitchen  
 Salvation Army  
 Senior Care Network  
 Sick Kids Hospital  
 South Oshawa Community Centre  
 Southern Ontario Aboriginal Diabetes Initiative (SOADI)  
 Spirit of Service  
 Strategic Planning Alliance for Children and Youth - Leadership Council  
 Supervised Access to Care  
 St. Christopher C.S.  
 Teen Parenting Program  
 The Refuge  
 The Ontario Trillium Foundation  
 The Village of Taunton Mills  
 Therapeutic Touch Healers Durham Region  
 Town of Ajax  
 Town of Whitby  
 Transition House  
 Transition to Work Program (Ajax S.S. and J. Clarke Richardson S.S.)  
 Transgender Connection  
 Trent Hills Family Health Team  
 Trent University  
 Unemployed Help Centre  
 University of Toronto Faculty of Social Work  
 Victim Services  
 Village Union Public School  
 Vincent Massey Public School  
 Victorian Order of Nurses VPI Working Solutions  
 Walters Pharmacy  
 We Grow Food  
 Welcome Centre Immigration Services  
 Western University  
 Willow Park  
 Woodcrest Public School  
 Working Together on Homelessness Issues  
 Women's Resources  
 Women's Multicultural Resources and Counseling Centre of Durham  
 Welcome Centre  
 YMCA Employment and Community Services  
 YMCA of Greater Toronto  
 YWCA Durham  
 YWCA Durham, Ontario Early Years Centre  
 Youth Justice Network

# STAFF

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**Ahailya Bisessar**, Physician

**Alyssa Heshmat**, Community Mental Health Worker

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**Amy Rukaruck**, Health Promoter

**Ana Pacheco-Rye**, Health Promoter

**Anum Rafiq**, Manager Enterprise Quality and Performance

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**Catherine Mckinley**, Medical Secretary

**Cathy Kurelek**, Health Promoter

**Cheryl Walker**, Therapist

**Chithakan Nantheeswarar**, Physician

**Christina Myshkevich**, Therapist

**Clarabelle Gobui**, Accounting Analyst II

**Consolata Oketch**, Physician

**Corinne Fitzgerald**, Social Worker

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**Lindsay Shopman**, Registered Dietitian

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**Melanie Hill**, Director Clinical Services

**Melba Carbajal**, Custodian

**Melonie Powell**, Nurse Practitioner

**Mikahelia Wellington**, Registered Dietitian

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**Rudi Nelson**, Senior Custodian

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**Sameem Shah**, Nurse Practitioner

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**Sharon Hur**, Youth Outreach Worker

**Shirley Guppy**, Registered Nurse

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**Stephanie Parsons**, GAIN Coordinator

**Tatyana Markov**, Diabetes Nurse Educator

**Teresa Di Martino**, Coordinator - Hepatitis C

**Tracy McGillis**, Occupational Therapist

**Troy White**, Indigenous Community Facilitator

**Tshun Pang**, Nurse Practitioner

**Valery Harnum**, Diabetes Education Program, Administrator

**Wai Hung**, Wong, Therapist

**Yukti Widge**, Clinic Coordinator/Therapist

# YOUR SUPPORT MATTERS!

## CLIENT SUCCESS STORY

From the moment I walked into the location in Oshawa, I have never felt more supported by any other service I have been involved with. Danielle in particular listened as I stood there crying attesting to how desperate I was for food. For support. For hope. Upon leaving that day, I was given an abundant amount of essentials and she even did her best to include personal items. It truly needed to be said that the genuine kindness and grace that I have received has been immeasurable. I have a very hard time accepting help, but I am so grateful for the manner in which it came. There are not enough ways to adequately convey the difference this has made in my and my 9 year old son's life...My greatest heartfelt thanks ... for all that you have done for us and the people you serve in your communities. We really wouldn't know what we would do without you.

Sincerely,  
Client J



**WE CAN'T DO WHAT WE DO,  
WITHOUT YOUR HELP.**

Please donate through our website at [www.careachc.ca](http://www.careachc.ca) or call us at **905-723-0036 x1229**

Thank you for making a difference in the lives of so many people in your community!



**Oshawa Site**

115 Grassmere Avenue, Oshawa ON L1H 3X7 | 905-723-0036

**Ajax Site**

360 Bayly St. W., #5, Ajax ON L1S 1P1 | 905-428-1212

**Whitby Site - GAIN Team**

3790 Brock St. N. (Taunton Mills), Whitby ON L1R 0H2 | 289-509-0601 x1409

**Whitby Site - Child & Youth Mental Health**

1615 Dundas St. E. #211, West Tower, Whitby ON L1N 2L1 | 289-509-0603 x3200

**Pickering Site**

1450 Kingston Road, #17, Pickering, ON L1V 1C1 | 905-420-0333

**1-877-CAREA17 (1-877-227-3217)**

[www.careachc.ca](http://www.careachc.ca) | [info@careachc.ca](mailto:info@careachc.ca)